



Videoling
VIDEOCONFERENCING

TBA Online User Manual



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Telstra



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Introduction

Since 2001 TBA has been used to facilitate the videoconference bookings for TAFE. TBA is used to process room reservations and allocate resources for TAFE videoconferencing sites and provides reporting on network usage and room utilisation.

Beginning in March 2009, TBA has been working with the Videolinq Office to provide a streamlined process that takes advantage of current technologies and advancements in communication.

TBA Online is the main tool of Site Coordinators and is a 'Rich Internet Application' (RIA) that transforms and extends the existing functionality of TBA Web.

Within TBA Online users are able to:

- View bookings on the Videolinq network for any given day
- View a weekly booking schedule for a given site
- Search for bookings and view their details
- Check the availability of a group of rooms for one date at a time
- Create persistent booking requests
- Retrieve existing bookings and submit change requests

The user experience for TBA Online has been modelled after the familiar Microsoft Outlook 2007 style and thus provides an easily recognisable navigation path.

This document was prepared by the Videolinq Service Desk. For assistance with this product please call 1800 025 369 or email tafebookings@team.telstra.com.



Overview

TBA Online users connect to TBA Online from the web address <http://videoling.ivision.com.au/tba3/>. Anyone can consult this booking database, but only authorised personnel can log in and make a booking.

TBA Online uses a free Internet Explorer plug in called Silverlight. If this needs to be installed on your TAFE computer please contact your IT department.

Site Navigation

The screenshot displays the TBA Online booking system interface. On the left, a navigation menu includes links for Today, Schedules, Availability, and Conference Search. The main area features a calendar for March 2013 with the 21st highlighted. Below the calendar is a "What's on" section for Thursday, 21 March 2013, showing various bookings with their names and IDs (e.g., BR130304, BR130228, TN130305). A red box labeled "Header Bar" covers the top portion of the booking grid, and another red box labeled "Display Area" covers the central part of the grid. The "Videoling VIDEOCONFERENCING" logo is visible at the top right.

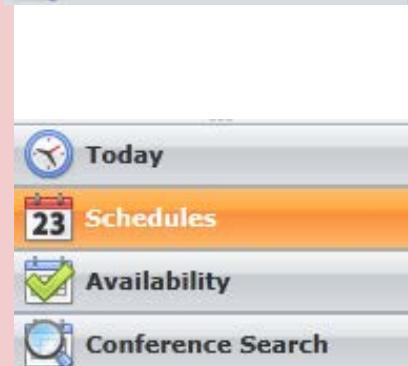


General Users



Today

Today displays all conferences across the entire network for that day. Videoconference Notifications of conferences can be viewed and printed by either clicking onto the Booking Name or the Booking Reference number.



Schedules

Schedules display all activity for a nominated site for a selected week in the display area. Select the site from the drop down menu. To print the room schedule for a site click 'print' in the navigation area. The schedule will open as a PDF file and can be printed or saved.



Availability

Availability is for checking multiple site availability for a required date and time.

Authorised personnel will be able to

[Book Now](#)



Conference Search

The Conference Search function is to enable users to find conferences using a variety of fields including Booking Reference Number, Booking Description, Calender Date/Month, Site or Purpose.

The result of a search will be displayed in the default view; choose the number of results from 10 to 200. If more than 200 results are found, refine the search criteria to lessen the results.

To download a notification highlight the booking and double click to display, this will open the notification which can be saved as a PDF or printed.



Videoconference Notifications

A Videoconference Notification is available for each conference booked. This document shows essential details about a conference. It also contains special instructions for how this conference will connect.




Videoconference Notification

Videoling Helpdesk Support 1800 025 369
Email: tafebookings@team.telstra.com

Requester

Requester: Natalie Bryant
SQIT
P: 07 4694 1682
E: natalie.bryant@tafe.qld.edu.au

Performance Reporting Tool and Costing Model
Administration

Booking Coordinator: Kellie Pellatt
SQIT
P: 07 4694 1774
E: kellie.pellatt@tafe.qld.edu.au

Booking Reference

SQ131231

CP M S L

Date of Conference

Date: Wednesday, 29 January 2014 Time: 12:00 to 13:00

| Sites | Participant | Contact No. | Special |
|----------------------|-------------|-------------|---|
| Toowoomba Auditorium | << | | Toowoomba Auditorium(H.323: 0730013324) will receive an IP call from Bridge |
| Bundamba Auditorium | | | Bundamba Auditorium(H.323: 0730013324) will receive an IP call from Bridge |
| Charleville | | | Charleville (H.323: 0730013324) will receive an IP call from Bridge |
| Chinchilla | | | Chinchilla(H.323: 0730013324) will receive an IP call from Bridge |
| Dalby | | | Dalby(H.323: 0730013324) will receive an IP call from Bridge |
| Inala Desktop | | | Inala Desktop(H.323: 0730013324) will receive an IP call from Bridge |
| Kingaroy 1 | | | Kingaroy 1(H.323: 0730013324) will receive an IP call from Bridge |
| Nurunderi Desktop | | | Nurunderi Desktop (H.323: 0730013324) will receive an IP call from Bridge |
| Roma | | | Roma(H.323: 0730013324) will receive an IP call from Bridge |
| Springfield | | | Springfield(H.323: 0730013324) will receive an IP call from Bridge |
| Stanhope | | | Stanhope(H.323: 0730013324) will receive an IP call from Bridge |
| Warwick 1 | | | Warwick 1 (H.323: 0730013324) will receive an IP call from Bridge |

Connection Details

* = Host Site

| | |
|------------------------------|---|
| <p>Notes</p> <p> </p> | <p>Administrative Notes</p> <p>Conference 3rd February-Bundamba and Toowoomba Auditoriums removed. Bundamba 2 and Toowoomba 1 added.</p> |
|------------------------------|---|

Printed: 08 January 2014 13:59 Created: 13 December 2013 12:51 Page 1 of 1

Amendment details



Login



Login credentials are required to access booking creation, editing and cancellation. To login simply click the 'Log In' link in the top right hand corner.

Once logged in a 'My Bookings' menu will appear in the navigation bar.

Site Coordinators and their backups will need to contact the Videolinq Office to request the creation of login credentials.

My Bookings

Booking List

Pending Bookings

Booking Search

My Current Bookings

My Past Bookings



The My Bookings page has three main view parameters which retrieve different information.

Pending Bookings are bookings that have been submitted but either haven't been processed through the Videolinq Service Desk or have been rejected.

Current Bookings will detail bookings that are yet to occur (future bookings).

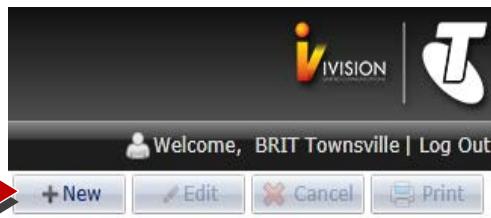
Past Bookings are bookings that have passed the conference date and time for the current month.



Do not press the BACK button in Internet Explorer as it will cause the screen to display the last website visited and away from TBA Online – losing all unsubmitted work.



Create a Booking



Create a new booking by clicking on the 'New' button at the top right corner of the display area.

There are six steps to create every new booking. A booking may contain more than one videoconference for the same course or series of presentations.

Note that for teacher bookings there is an option for Teacher Grace Period Bookings. Select this check box when the teacher booking is made within the grace period.

What is the Purpose of this booking?

Teaching

Administration

Professional Development

Commercial

Room Unavailable

Teaching Bookings

A teaching booking is for the delivery of approved TAFE courses and programmes.

You will need the following information to complete a teaching booking:

- Teacher details including the Teacher Certificate Number
- Program Name and Number
- Total student numbers across all sites
- Internal order number or cost centre

This is a Teacher Grace Period Booking

Step 1: Purpose – Select the radio button for the purpose of your booking whether it is Teaching, Administration, Professional Development or Room Unavailable.

Commercial bookings are used only when a TAFE facility has been booked by an outside service such as Telstravision's MyConference.

Click Next to continue...

Next

01.Barrier Reef Institute of TAFE

Bowen

BRIT Director's E20

Burdekin

Cannonv

Charters

Hughend

Ingham

Palm Island

Townsville 1

Townsville 2

Townsville AUD

Townsville Trades

BRIT Director's E20

Capacity 1

This site is NOT available for commercial bookings.

Contact the Site Coordinator before booking this site.

No Educational Bookings

Step 2: Select Sites – All sites are listed alphabetically under Institutes. Expand the Institute by clicking on the triangle to the left. Roll over the sites for a popup and click to add.

The popup will show the site seating capacity and other information about the site.



Charters Towers

This site will host the conference

| | |
|--------------|----------------------------------|
| Site Contact | Robyn Smith |
| Phone | (07) 4788 2605 |
| Email | vc.brit@tafe.qld.edu.au |
| Participant | Enter the participant's name ... |
| Phone | |

Off-Net

This site will receive a call from Bridge

This site's IP Number is

Site Contact

Phone

Email

Participant

Phone

a

Audio Port

This site will place a call to Bridge

This site's PSTN Number is

Landline: +61(7)302301xx
Mobile: +61(4)209623xx

Site Contact

Phone

Email

Participant

Phone

b

Movi

This site will place a call to Bridge

This site's SIP Number is

Site Contact

Phone

Email

Participant

Phone

c

d

- A. Once a site has been selected it will appear in the display area to the right. (First site displayed will have the host site ticked)

- B. When selecting Off-Net, Audio Port and Movi – call direction is important (listed under **OTHER**)
- Off – Net direction of the call
 - Audio place a call to bridge
 - Movi place a call to bridge
 - Participant details (optional)

Click Next to continue...

Next

Select Date

| |
|----------------------|
| March 2013 |
| Mo Tu We Th Fr Sa Su |
| 25 26 27 28 1 2 3 |
| 4 5 6 7 8 9 10 |
| 11 12 13 14 15 16 17 |
| 18 19 20 21 22 23 24 |
| 25 26 27 28 29 30 31 |
| 1 2 3 4 5 6 7 |

Start

Duration min.

End

Add Data to Booking
Add Multiple Dates
Set Time All

March 28, 2013 (Thu) 02:30PM - 03:30PM

Charters Towers To Use View

Charters Towers

This site will host the conference

| | |
|--------------|----------------------------------|
| Site Contact | Robyn Smith |
| Phone | (07) 4788 2605 |
| Email | vc.brit@tafe.qld.edu.au |
| Participant | Enter the participant's name ... |
| Phone | |

Townsville 2 Available

Townsville 2

This site will host the conference

| | |
|--------------|----------------------------------|
| Site Contact | Karen Chapman |
| Phone | (07) 4750 5270 |
| Email | vc.brit@tafe.qld.edu.au |
| Participant | Enter the participant's name ... |
| Phone | |

Step 3: Choose Dates – Select a date or multiple dates for the booking, as well as a start time and finish time. The duration is in 15 minute increments.

Once a date is added an availability check is automatically completed for each site.

Chosen dates and times that are out of hours will appear in yellow.

If there is an error with any of the dates, times or availability of the site, the user will not be able to click next to continue until these are resolved.



Change Conference Schedule

Scheduled Actual

March 2013

| | | | | | | |
|----|----|----|----|----|----|----|
| Mo | Tu | We | Th | Fr | Sa | Su |
| 25 | 26 | 27 | 28 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Start

Duration min.

End

Step 4: Changing Date & Time & Re-adding sites -

Click onto clock, a pop up of the calendar will appear, click onto date required and change the time (Scheduled/Actual) click OK.

Scheduled – changes to active conferences

Actual – changes to past conferences

May 31, 2013 (Fri) 09:30AM - 10:30AM

Click the green plus if you require to re- add a site.

Click Next to continue...

Booking Details

Internal Order/Cost Centre

Conference Title *

Conference Options

This is a Streaming conference (requires Videoling office).

Site connection monitoring is required.

Voice Switching is required.

Requesting Person

Name *

Institute

Phone

Email

Your Contact Details

Name *

Institute

Step 5: Details – Enter the details of the booking. Some fields are required and will be highlighted in red.

Conference Options:

Selected options will appear on the Videoconference Notification form.

Booking Reference
TN121002

CP **M** **S** **L**

CP – Continuous Presence
M – Monitored Connection
S – Streaming
L – Lecture

Contact Search

Shannon Jones
SC Videoling Office
22.Videoling

shannon.jones@dete.qld.gov.au
W: 07 4940 3389
M:

Step 6: Contact Search - Type in contact name, all details will appear, select and click OK. If required Click More, highlight then press OK.

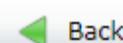


You're almost finished! Please review the booking summary and click the Submit button...

| Booking Summary IV | | | | | |
|--|--|---------------------|--|-----------------|--|
| Booking & Program Details | Teacher Details | | | | |
| Booking Type: Streaming Internal Only: Enabled Program Number: BlahBlah Program Name: BlahBlah Student Numbers: 11 Nominal Hours: 111 Teacher Grade: Yes | Name: BlahBlah Institute: BlahBlah Phone: BlahBlah Email: BlahBlah@tbae.gov Teacher Certificate: BlahBlah | | | | |
| Booking Coordinator | Conference Options | | | | |
| Name: Ken Comber Organisation: iVision Phone: + (11) 0002 5359 Email: ken.comber@ivision.com.au | Streaming: No Monitoring: No Voice Switching: No | | | | |
| Comments & Additional Requirements | | | | | |
| Conferences Saturday, 28 August 2010 10:00am - 11:00am <table border="1"> <tr> <td>Townsville 1</td> <td>Townsville 1 will place an IP call to Bundekin (0720013314#210.00.130.204) Site Coordinator: Karen Cheanor + (07) 4750 3270 Participant</td> </tr> <tr> <td>Bundekin</td> <td>Bundekin (0720013314#210.00.130.206) will receive an IP call from Townsville 1 Site Coordinator: Bettie Goffey + (07) 4752 4203 Participant</td> </tr> </table> | | Townsville 1 | Townsville 1 will place an IP call to Bundekin (0720013314#210.00.130.204) Site Coordinator: Karen Cheanor + (07) 4750 3270 Participant | Bundekin | Bundekin (0720013314#210.00.130.206) will receive an IP call from Townsville 1 Site Coordinator: Bettie Goffey + (07) 4752 4203 Participant |
| Townsville 1 | Townsville 1 will place an IP call to Bundekin (0720013314#210.00.130.204) Site Coordinator: Karen Cheanor + (07) 4750 3270 Participant | | | | |
| Bundekin | Bundekin (0720013314#210.00.130.206) will receive an IP call from Townsville 1 Site Coordinator: Bettie Goffey + (07) 4752 4203 Participant | | | | |

Step 7: Booking Summary – This page is for the user to check that all information is correct before submitting the booking to be processed.

If a correction is necessary press the back button (bottom left) and adjust details, dates or sites.



When ready to proceed, click the Submit button and this request will be submitted to the TBA booking processor.

Click Submit to lodge your request...



Your booking reference is **IV100846**

Please keep a record of your booking number.

Your booking will be reviewed by the Videolink Service Desk and confirmed within 15 minutes (during business hours).

Once confirmed, an email will be automatically sent to you and the sites involved in your conference and you will be able to view or print from TBA Online.

If you have any queries please contact iVision's Videolink Service Desk on

1800 025 369

Step 8: Finish – After submitting the booking to be processed a booking reference number will be automatically generated and displayed on screen.

Pressing Exit will finish the process and return the user to the current bookings screen.



To view a recently submitted booking select Pending Bookings.

| | |
|---|-------------------------|
| CQ120545_ Staff PD Day 'Library Session' | |
| Status: Active | Purpose: Administration |
| Next Conference: Fri, 10 May 2013 10:45 AM | |
| CQ121040_Cert III in Fitness | |
| Status: Active | |
| Status: Active | Purpose: Teaching |
| Next Conference: Fri, 10 May 2013 12:00 PM | |
| CQ130160_Food and Beverage VTA Meeting | |
| Status: Active | Purpose: Administration |
| Next Conference: Fri, 10 May 2013 12:00 PM | |
| CQ130161_Cookery VTA Meeting | |
| Status: Active | Purpose: Administration |
| Next Conference: Fri, 10 May 2013 1:00 PM | |
| CQ130526_CQ TAFE - 13/14 Budget Meeting | |
| Status: Active | Purpose: Administration |
| Next Conference: Fri, 10 May 2013 2:00 PM | |
| CQ121207_Diploma of Project Management | |
| Status: Active | Purpose: Teaching |
| Next Conference: Mon, 13 May 2013 8:00 AM | |
| CQ130554_Marketing Meeting | |
| Status: Active | Purpose: Administration |
| Next Conference: Mon, 13 May 2013 9:30 AM | |
| CQ130442_QRTN Conference | |
| Status: Active | Purpose: Administration |
| Next Conference: Mon, 13 May 2013 11:00 AM | |
| CQ121041_Cert III in Fitness | |
| Status: Active | Purpose: Teaching |
| Next Conference: Mon, 13 May 2013 5:15 PM | |
| CQ121037_Cert III in Fitness | |
| Status: Active | Purpose: Teaching |
| Next Conference: Mon, 13 May 2013 7:15 PM | |

Edit a Booking



To find a booking select Current or Past Bookings enter booking reference number in the navigation menu, click More for a refined search.

Highlight the booking and the Edit Button will be available to select in the top right hand corner.

The process for editing a booking is the same as for creating a new booking.



Booking Amendment Summary

Please give a brief summary of the changes made to the booking.

[Text Area]

Save **Cancel**

Entering Notes

When editing a booking or cancelling a conference a window will pop up asking for additional information.

The information entered helps to create a history associated with this booking. Please enter summary as to why a booking was edited.

Cancelling a Booking

Welcome - TBA

Add | **Edit** | **Cancel**

Booking Details

Booking Reference: CQ130545
Name: Staff PD Day 'Library Session'

Requester

Name: Deborah Purdie
Institute: CQIT
Phone: 07 4980 7012
Email: deb.purdie@tafe.qld.edu.au

Booking Coordinator

Name: CQIT Tradeskills
Institute: CQIT
Phone: 07 4970 7767
Email: cqit.tradeskillsvideoing@tafe.qld.edu.au

Sites

Rockhampton 1
Emerald

Conferences

| Conference Date | Status |
|---|-----------|
| Friday, 10 May 2013 10:45 AM ~ 11:15 AM | Confirmed |



To find a booking select from Current or Past Bookings enter booking reference number.

Highlight the conference that is to be cancelled. The Cancel Button will be available to select in the top right hand corner, click to cancel. Select date/s to cancel, enter a reason, and click yes.



Appendix

Glossary & Definitions

Bookings: Can be an individual conference date or multiple conference dates listed under the one booking reference number.

Videoconference Notifications: Confirmation for bookings provides all the details of one or more videoconferences. For example title, requester, times, dates, notes, etc. Videoconference details can be found under the one booking number.

VC: Videoconference

SC: Site Coordinator

BU: Back-up Site Coordinator

CP: Continuous Presence: Screen layout is the same view for all participants

VS: Voice Switched: Switches to current speaker, Image is full screen

Recording: Conference to be recorded

Lecture: Special guest speaker or presentation mutes all participants allowing each to hear while freeing speaker.

Layout: The way the video images are presented on the screen, see CP/VS

TGB: Teacher Grace Booking

MCU: Multipoint Control Unit, also referred to as a Bridge

Bridge: The colloquial term for MCU

Codian: The brand name of the Videolinq MCU/Bridge is Codian. This is a complete unit containing the core infrastructure

Port: The term for a resource point on the Bridge. These are limited by hardware constraints and quality of service management

Site: A TAFE campus location

Offnet: A site that is not part of the TAFE Network.

Tandberg Cisco: The main brand of videoconferencing codec used by TAFE

TMS: Tandberg Management System. The online web based management system for creating, editing and monitoring videoconferences

SLA: Service Level Agreement

Videostreaming: Live conference broadcasting on to the web. When this option is selected the Videolinq Office site must also be included

Videolinq: TAFE videoconferencing main office

Commercial: A booking for clients external to the Queensland Government managed by MyConference.



PCC: Post Conference Cancellation: Where a conference has been cancelled after the start time of the conference

PCA: Post Conference Amendment: Where a conference is modified or edited after the start time of the conference

Amendment and Cancellation: Where a booking is edited this is an amendment. This also includes a conference on a certain date within a booking being cancelled or a series of changes to the details of a booking. A booking cannot be cancelled, only a conference

Booking Status Concepts

Pending: The booking has been received from TBA Online and is waiting on action by Telstraivision. Sites and resources included in the booking cannot be selected in a new booking until the pending status is cleared. This is a temporary status which will also apply when amendments are submitted.

Confirmed: This videoconference is active and all sites, dates and resources selected in the booking cannot be selected in a new videoconference.

Cancelled: Sites included in the booking can be selected in a new booking. A conference of this status can be amended to make it active again providing certain criteria are met.

Rejected: A conference has been rejected by the Videolinq Service Desk because the requested resources may not be available, or for another reason pertaining to the rules of Videolinq.

Active: A booking is usually active once it has been confirmed regardless of the state of the conferences found within the booking.

Advanced Concepts

IP: Videolinq endpoints have an internal IP address that looks something like 10.200.101.16. This address cannot be used outside of the TAFE network.

URL: A URL address is used to connect to a Videolinq endpoint from outside of the network. It is made up of the E164 Alias and the external IP address of the Videolinq network. E.g.: 0730013401@210.80.130.206. This is often referred to as an external IP dial in number.

E164 Alias: An alias is assigned to each Videolinq endpoint and can be dialled directly from another VC unit from within the Videolinq network.

ISDN: The ISDN number for a Videolinq network endpoint is the same as the E164 alias. Videolinq videoconferencing units are blocked from dialling out via ISDN by default.



For further assistance call the

Videolinq Service Desk

1800 025 369